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TO: U.S. Patent and Trademark Office  
Attn: Examiner Q.H. Nguyen

Fax # (703) 872-9314

FROM: Robert D. McCutcheon, Esq.

DATE: January 13, 2003

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CLIENT #: USSN 09/472,910 (Client Ref: 10628ROUS01U (NORT10-00169))

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EXAMINER Q.H. NGUYEN, GROUP  
ART 2642**

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DOCKET NO. 10628ROUS01U (NORT10-00169)  
Customer No. 33000

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: : Michael C.G. Lee  
Serial No. : 09/472,910  
Filed : December 27, 1999  
For : CALL FEATURES FOR AUTOMATIC CALL  
DISTRIBUTION SYSTEM  
Group No. : 2642  
Examiner : Q.H. Nguyen

BOX AF  
Commissioner for Patents  
Washington, D.C. 20231

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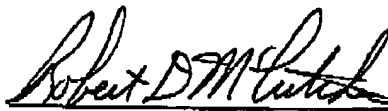
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1. Response to Final Office Action

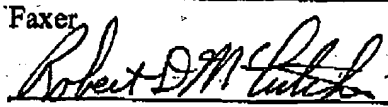
relating to the above application was faxed to Examiner Q.H. Nguyen at (703) 872-9314 on January 13, 2003.

Date: 1/13/2003

Date: 1/13/2003



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**RESPONSE TO FINAL OFFICE ACTION**

No fees are believed to be necessary; however, in the event that any fees are required for the prosecution of this application, please charge any necessary fees to Deposit Account No. 50-0208. No extension of time is believed to be necessary. If, however, an extension of time is needed, the extension is requested and please charge the fee for this extension to Deposit Account No. 50-0208.

In response to the final Office Action having a mailing date of November 12, 2002, please amend the above-identified application as follows: